

Agency IT Strategic Plan

Secretariat: Education

Agency Code: 217

Agency: Radford University

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Agency Profile & Strategic Direction

Agency Mission Statement:

Radford University serves the Commonwealth and the nation through a wide range of academic, cultural, human service, and research programs. First and foremost, the University emphasizes teaching and learning and the process of learning in its commitment to the development of mature, responsible, well-educated citizens. RU develops students' creative and critical thinking skills, teaches students to analyze problems and implement solutions, helps students discover their leadership styles, and fosters their growth as leaders. Toward these ends, the university is student-focused and promotes a sense of caring and of meaningful interaction among all members of the university community. Research is viewed as a vital corollary to the teaching and learning transaction as it sustains and enhances the ability to teach effectively. Radford University believes in the dynamics of change and has a strong commitment to continuous review, evaluation, and improvement in the curriculum and all aspects of the university, so as to meet the changing needs of society.

Agency IT Vision Statement:

Radford University will provide distinctive and innovative teaching/learning environments through state-of-the-art student computer labs, multimedia facilities, distance learning initiatives, high-speed data networks, wireless technology and enhanced telephony systems. Course Management Systems and the concomitant integrated, web-based Enterprise Resource Planning systems are integral elements in supporting that environment. University technologies also will be deployed to stimulate research and economic development, and to provide the cultural opportunities important to students, faculty, staff, alumni, the general public, and the local community.

Total Employees: 1,074

Total IT Employees: 35

Project Selection Criteria: Project requests are submitted from various constituencies through the IT organization and the university's Information Technology Resources Committee, and must support the university mission.

Business Case Development: Projects selected through the collaborative process must deliver efficiencies, cost reduction or improved service to promote the University's Strategic Plan and advance Commonwealth of Virginia objectives.

Risk Assessment Methodologies: Risk assessment of core business processes (student and financial), internal systems, and network application are reviewed semi-annually in the university's Information Security and Contingency Plans.

Prioritization Schema: Collaboration with University leadership and internal advisory committees occurs to reach consensus on priorities.

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Core Business Activities:

| Core Business Activity Title | Core Business Activity Description | Core Business Activity Sub-Function Title | Core Business Activity Sub-Function Description |
|---------------------------------------|---|---|---|
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Instruction | Efforts to provide higher education instruction and related departmental research. |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Public Services | Efforts to provide services beneficial to individuals and groups external to the institution. |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Academic Support | Efforts to provide higher education support services that directly support the institution's primary function of instruction, research, and public service. |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Student Financial Assistance | Efforts to provide financial assistance to higher education students. |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Financial Assistance for Educational and General Services | Efforts to provide resources for educational and general services through supplementing other activities within the system. |
| MANUFACTURING AND MERCANTILE SERVICES | Efforts to manage and operate production and commodity activities. | Higher Education Auxiliary Enterprises | Efforts to provide essentially self-supporting goods or services to students, faculty, and staff. |

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Key Customers Associated With Each Core Business Activity :

| Core Business Activity Title | Core Business Activity Description | Core Business Activity Sub-Function Title | Core Business Activity Sub-Function Description |
|---|---|---|---|
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Instruction | Efforts to provide higher education instruction and related departmental research. |
| Key Customers Faculty & Staff Students | | | |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Public Services | Efforts to provide services beneficial to individuals and groups external to the institution. |
| Key Customers Alumni Local Community State Council of Higher Education (SCHEV) | | | |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Academic Support | Efforts to provide higher education support services that directly support the institution's primary function of instruction, research, and public service. |
| Key Customers Faculty and Staff Students | | | |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Higher Education Student Financial Assistance | Efforts to provide financial assistance to higher education students. |

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| Key Customers Students | | | |
| HIGHER EDUCATION | Efforts to coordinate and provide instruction, research and public service through a system of higher education institutions. | Financial Assistance for Educational and General Services | Efforts to provide resources for educational and general services through supplementing other activities within the system. |
| Key Customers Faculty and staff | | | |
| MANUFACTURING AND MERCANTILE SERVICES | Efforts to manage and operate production and commodity activities. | Higher Education Auxiliary Enterprises | Efforts to provide essentially self-supporting goods or services to students, faculty, and staff. |
| Key Customers Students, faculty and staff | | | |

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Key Activities and Associated Outcomes:

| <u>Key Activity</u> | <u>Associated Outcome</u> |
|---|---|
| Continual review of services for automation designed to streamline activities and increase ease of use for students, faculty and staff. | Upgrade telephony, debit card, parking and other auxiliary systems to provide enhanced services to faculty, staff and students. |
| Enhance and support Distance Education initiatives. | Increased outreach courses and programs for traditional and non-traditional students. |
| Enhance the quality of student life and student support services through technology. | Prospective students and parents have access to on-line applications and other forms, orientation information and schedules, etc. Students experience increased access and ease of use to activities such as web-based registration, grade retrieval, financial aid applications, and student account inquiries. |
| Ensure efficient management in technology projects and fiscal planning. | Provide ERP systems to achieve efficiencies in managing the university's financial resources and student data information. Systems will meet federal and state requirements and management standards. |
| Evaluate and update technology infrastructure to facilitate effective usage for faculty, staff and students. | Deployment of Voice over IP Telephony systems through renovation and new capital projects. Increase deployment of wireless networking to provide access in student common areas and classrooms through renovation and new capital projects. |
| Expand the use of instructional technologies such as WebCT. | Provide opportunities to faculty to develop hybrid or fully online courses and programs. |
| Increase access to financial aid opportunities through the web and other automated functions. | Students and parents have greater access to financial aid application information, schedules and deadlines, and available aid programs including workstudy and scholarships. |
| Offer training courses to faculty, staff and students on university-supported software. | Faculty, staff and students develop competencies that increase effective use of the software in coursework and job performance. |
| Provide state-of-the-art multimedia and distance education classrooms. | Faculty and students achieve general and discipline-specific information technology competencies. |

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| Provide state-of-the-art multimedia and distance education classrooms. | Increased use of multimedia, interactive, and web enhanced instruction designed to reach both traditional and non-traditional learners. |
| Provide technology labs. | Faculty and staff have appropriate lab resources for technology training. Faculty have access to labs to teach discipline-specific technology to students. Students without personal computers have access to computing equipment to complete coursework and advance technology skills. |
| Pursue grants and sponsored programs to supplement services. | Supplement scarce financial resources to ensure faculty and students acquire and advance technology skills, knowledge, and opportunities for research. |
| Strengthen access to information and programs for alumni via the web and other technologies. | Alumni financial support for university initiatives, legislation, and fundraising activities. Increased alumni support for social activities, recruiting activities, and career networks. |
| Strengthen RU's role as a community resource. | Availability of technology resources to support partnerships with industry, schools systems, government and other colleges and universities. |

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Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

There are no major projects approved for preliminary planning.

Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

| Project Formal Title | Planned Start Date | Planned Completion Date | Estimate At Completion |
|--|--------------------|-------------------------|------------------------|
| Voice Over Internet Protocol (VoIP) Telephone System Project | 06/01/2003 | 06/30/2007 | \$1,200,000 |
| Storage Area Networks (SANs) Project | 01/01/2004 | 06/30/2005 | \$250,000 |

Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

There are no major projects in the active projects category.

Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

Voice Over IP/Telecommunications

Work with the VITA Telecommunications and Network Services staff to evaluate options, to use VITA contracting vehicles, and to obtain VITA telecommunications expertise. Consolidate procurements where possible.

Voice Over Internet Protocol (VoIP) Telephone System Project

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Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

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Non-major IT Projects

Approved for Planning— The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the CIO. Projects "Approved for Planning" must be formally approved for development by the CIO prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

There are no non-major projects approved for planning.

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Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved non-major procurements.

Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.